

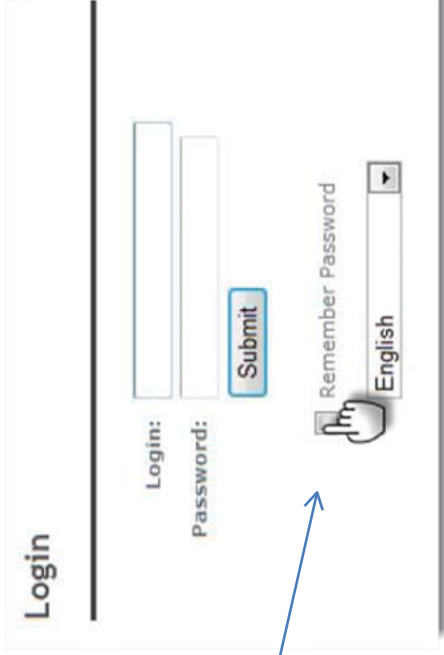
2. User Portal

User Portal

Login

To access your user portal, go to the URL provided to you by your company Administrator or Skytel team.

Tip: Check Remember Password box for instant access into the user portal.

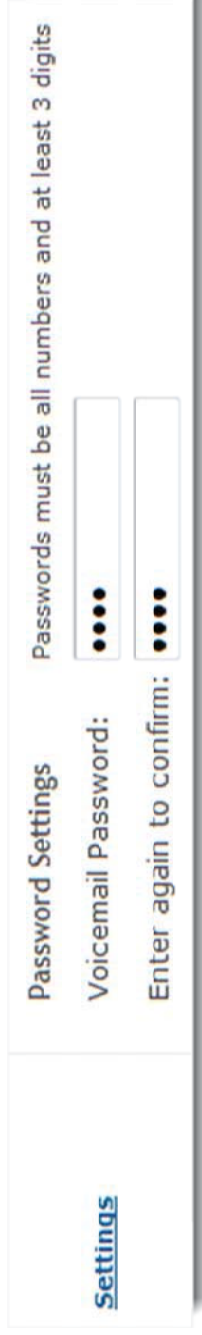


The screenshot shows a login form with the following elements:

- Login:** A text input field.
- Password:** A text input field.
- Submit:** A blue button.
- Remember Password:** A checkbox with a hand cursor icon pointing to it.
- Language:** A dropdown menu currently set to "English".

Changing your Password

We recommend that you change your Skytel extension password, which is done from the Settings panel:



The screenshot shows the "Settings" panel with the following sections:

- Settings:** A blue link.
- Password Settings:** A section with a note: "Passwords must be all numbers and at least 3 digits".
- Voicemail Password:** A text input field with four black dots.
- Enter again to confirm:** A text input field with four black dots.

If you forgot your password, send an email to: support@skytelsystems.co.

User Portal

Voicemail

Click the [Voicemail](#) link to access your messages:

1. Search for old messages using caller's **Name** or **ID**
2. Check the box next to message(s) and:
 - o **Delete** from your mailbox,
 - o **Move** to another Folder (Family, Friends or Work),
 - o **Forward** onto another extension, or
 - o **Email** the .wav file.

The screenshot shows a web interface for voicemail. At the top, there is a search bar (labeled 1) and a 'Search' button. Below the search bar is a toolbar with buttons for 'delete', 'move_to', 'Folder', 'forward_to', and 'email_to'. A green box highlights the 'delete', 'move_to', and 'Folder' buttons (labeled 2). Below the toolbar, there is a 'select:' dropdown menu with options 'all' and 'none'. The main part of the interface is a table with the following columns: Date, Time, Caller ID, Priority, Orig Mailbox, Duration, Playback, and Download. The table contains two rows of message data. Red numbers 3, 4, and 5 are placed below the table, corresponding to the 'Playback' and 'Download' columns.

	Date	Time	Caller ID	Priority	Orig Mailbox	Duration	Playback	Download
<input checked="" type="checkbox"/>	2010-11-01	13:05:32	"2145557788" <2145557788>	2	1803	7 sec		
<input type="checkbox"/>	2010-10-27	8:10:23	"Bob Sanders" <1004>	2	1803	66 sec		

3. **Playback** the message on your computer.
4. **Playback** the message to your extension (Voice Carrier will dial your phone and play the recording).
5. **Download** the .wav file to your computer.

User Portal

Call Monitor



Click the [Call Monitor](#) link to access your Call Logs:

Call Monitor for Jane Smith (1001)

Use the **Search** tool to hone in on a record by Name or Caller ID:

Logs are kept for inbound, outbound and missed calls. The **Source** is where the call originated from. The **Destination** is where the call was received. In the example for Jane’s Extension 1001 below:

- Line 1 – Caller dialed from 801-555-1611. Jane, as a member of Ring Group 600, took the call, talked for 17 seconds.
- Line 2 – Jane placed an outbound call to 650-555-1956. Her company ID 718-555-0449 was the ID customer saw.
- Line 3 – Caller dialed from 800-555-1735, directly into Jane’s extension. She took the call, talked for 63 seconds.
- Line 4 - Caller dialed from 585-555-6623, landing in extension 1001 voicemail. Left message.

<u>Date</u>	<u>Time</u>	<u>Caller ID</u>	<u>Source</u>	<u>Destination</u>	<u>Context</u>	<u>Duration</u>	<u>Monitor</u>
2010-11-02	09:44:51	"8015551611" <8015551611>	8015551611	600	ext-group	17 sec	
2010-11-02	09:44:43	7185550449	7185550449	16505551956	from-internal	8 sec	
2010-11-02	08:47:06	"8005551735" <8005551735>	8005551735	1001	from-did-direct	63 sec	
2010-11-02	07:04:36	"5855556623" <5855556623>	5855556623	vmu1001	ext-local	62 sec	 

Recorded call. Click to Play or Download

User Portal

Phone Features

Click [Phone Features](#) to access popular phone tools:

Call Waiting: While on a call, you'll hear a polite "beep," indicating that another call is waiting. This will occur several times until the caller is directed to Voicemail or until the caller hangs up.

Do Not Disturb: Calls will not ring on your extension.

Call Screening: Your caller will be asked to say his name. When you answer your phone, you'll hear who's waiting:

Press 1 to accept the call

Press 2 to send caller to your extension's voicemail box

Press 3 to send caller to "torture" menu
(caller hears silence for 5 minutes)

Press 4 to play polite "*not in service*" message

- **Memory** – caller will only have to announce his name once. We'll remember him by ID next time.
- **No Memory** – caller will have to announce his name every time he calls you.

Call Forwarding: callers dialing your extension can be directed onto one phone number:

- **Unconditional:** all calls will be forwarded straight to designated number. Your extension phone won't ring.
- **Unavailable:** call will forward after your extension phone rings (and not answered).
- **Busy:** forwards if you're on the line with another caller.

Phone Features

Call Waiting

Do Not Disturb

[Call Screening:](#)

Call Forwarding

Unconditional: Enable

Unavailable: Enable

Busy: Enable

User Portal

Follow Me

Click [Followme](#) to access a great tool to keep you in touch with your customers. After your extension phone rings, the caller can be routed onto multiple phones (such as your mobile), in the order you select.

1. Click Enable to activate Follow me
2. Your extension (1001 in this example) will be listed first. Add another extension and/or phone numbers .
3. Select how long your extension phone only should ring, before call is routed on.
4. In this example, extension and mobile ring for 20 seconds (extension's 1001 phone will continue ringing as well).
5. Click **Use Confirmation** to prevent caller from rolling into the Followme mobile phone's voicemail box . When you answer your mobile, you'll hear "You have an incoming call. Press:
1 to Accept,
2 to Decline,
3 to hear Caller ID information.."

Follow Me Settings for Jane Smith (1001)

[Enable](#) **1**

[Follow Me List:](#)

1001
1009
2145556789

2

[Ring 1001 First For:](#) seconds **3**

[Ring Followme List for:](#) seconds **4**

[Use Confirmation:](#) Enable **5**

[Update](#)

User Portal

Feature Codes

Click [Feature Codes](#) to view the line up of features that can be provisioned straight from your SIP phone.

Handset Feature Code	Action	Description
" 30	Blacklist a number	Caller dialing your extension will hear "the number you have dialed is not in service "You will not be disturbed.
" 31	Remove a number from the blacklist	
" 32	Blacklist the last caller	
" 52	Call Forward No Answer/Unavailable Activate	Forward calls to one number: - when you don't answer, - immediately (extension won't ring) or - when extension is busy
" 53	Call Forward No Answer/Unavailable Deactivate	
" 72	Call Forward All Activate	
" 73	Call Forward All Deactivate	Voice command will ask you to enter ""Your extension, ""and ""Extension Target attendant"" (the forward-to extension or outside phone number).
" 74	Call Forward All Prompting Deactivate	
" 80	Call Forward Busy Activate	
" 81	Call Forward Busy Deactivate	While on a call you'll hear a polite ""beep, "" indicating that another call is waiting.
" 82	Call Forward Busy Prompting Deactivate	
" 70	Call Waiting – Activate	Contact support@skytelsystems.co to request this service.
" 71	Call Waiting – Deactivate	
" 34	Perform dictation	
" 35	Email completed dictation	

User Portal

Settings

Click [Settings](#) to configure notifications and voicemail playback preferences.

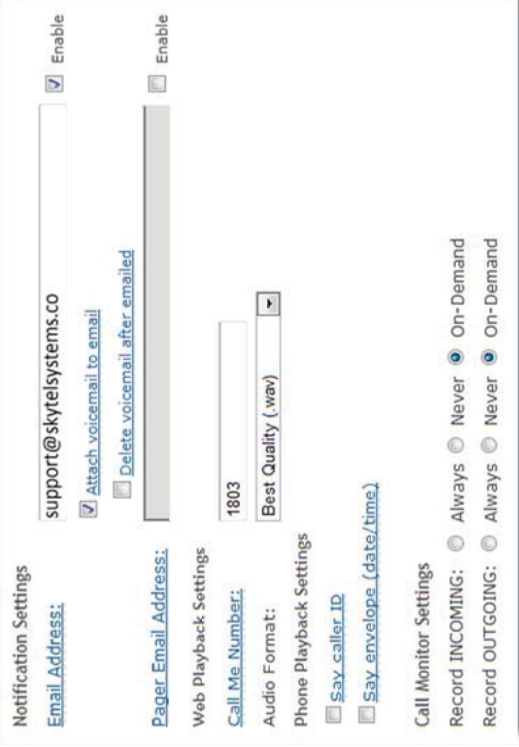
Notification Settings: List your email address and check “Attach” box to deliver the message .wav file to your in box.

Web Playback Settings: Enter the extension to send the voicemail .wav file to when you click  from Voicemail panel.

Phone Playback Settings: Check if you want to hear the date/time message was left and/or the caller’s ID, before message is played.

Call Monitor Settings: For incoming or outgoing calls, select “Always” to record all automatically, or “On-Demand,” pressing *1 to start the recording.

Recorded calls are stored in the Call Monitor panel. Click the icon to playback or download



The screenshot shows the settings interface with the following sections:

- Notification Settings:** Email Address: support@skytelsystems.co (checked), Attach voicemail to email (checked), Delete voicemail after emailed (unchecked), Pager Email Address: (empty), Enable (checked).
- Web Playback Settings:** Call Me Number: 1803, Audio Format: Best Quality (.wav), Enable (checked).
- Phone Playback Settings:** Say caller ID (checked), Say envelope (date/time) (checked).
- Call Monitor Settings:** Record INCOMING: Always (selected), Never, On-Demand; Record OUTGOING: Always (selected), Never, On-Demand.